



Application Ser. No. 09/712,192  
Attorney Docket No. 2685/5614

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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INVENTORS: Allen GORIN et al.

SERIAL NO: 09/712,192

FILING DATE: November 15, 2000

TITLE: METHOD AND SYSTEM FOR PREDICTING PROBLEMATIC  
SITUATIONS IN AUTOMATED DIALOG

ART UNIT: 2654

EXAMINER: David D. KNEPPER

COMMISSIONER FOR PATENTS  
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**RESPONSE TO OFFICE ACTION**

SIR:

In response to the Office Action mailed August 27, 2004 in the above-identified application, the Applicant respectfully submits the following.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks** begin on page 9 of this paper.